Office of The Ombudsman, Hong Kong
Complaint Form

Enquiry No. : 2629 0555
Fax. No. : 2882 8149
Email : complaints@omb.gov.hk
Website : www.ombudsman.gov.hk

Name of complainant (Mr/Mrs/Ms/Miss*)/body corporate making the complaint:

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(Note: Please fill in name as in identity document. The complainant must be the aggrieved person or, if the aggrieved person is unable to act for himself, his representative.)

Correspondence address: ______________________________

Name of authorised representative (for body corporate only) : ______________________________

(*Note: A letter of authorisation from the body corporate, stamped with its official chop, should be attached.)*

Telephone no (Daytime contact): ____________ (Residential): ______________

Organisation(s) under complaint: ______________________________

Organisation(s) with which this complaint has previously been lodged: ______________

Details of the complaint (Please describe the event and the injustice sustained as a result of the alleged maladministration of the organisation(s) concerned. Use additional sheets of paper, if necessary, and attach copies of relevant documents and correspondence exchanged with the organisation(s)) :

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I/We*, being the complainant(s), acknowledge the content of the Notes overleaf.

Date : ______________________ Signature: ______________________

* Please delete as appropriate

Notes :

I. Any person who makes a false statement or misleads The Ombudsman or any other person in the exercise of the powers under The Ombudsman Ordinance commits an offence and is liable to a fine of $10,000 and to imprisonment for six months.

II. For the purpose of processing this complaint, the complainant consents to:

(i) The Ombudsman copying this complaint form and any other information from the complainant to any party concerned; and

(ii) any party concerned providing the complainant's personal and other relevant information to The Ombudsman.

III. The complainant has a right to request access to and correction of personal data in accordance with the Personal Data (Privacy) Ordinance. The Office of The Ombudsman may charge a fee for supplying copies of such personal data to the complainant. Such requests should be addressed to the Officer-in-charge, Complaints Registry of the Office (address shown below), with the complaint case number quoted if available.

IV. The original of this complaint form and any material provided will be at the disposal of this Office and normally will not be returned to the complainant.

V. The Ombudsman may investigate acts of maladministration as defined in The Ombudsman Ordinance by all Government departments and statutory bodies specified, and subject to the restrictions stipulated, in the Ordinance. More detailed information is provided in the Office's publicity leaflet available at both the Office's website *(www.ombudsman.gov.hk)* and enquiry counter.

VI. The Ombudsman may, if he thinks fit, ask the organisation(s) under complaint to respond to the complainant and him in parallel. The Ombudsman will examine such response, the complainant's view on the response (if any) as well as any other relevant information/evidence, before concluding his inquiry into the case and informing the complainant of the conclusion.

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BUSINESS REPLY SERVICE LICENCE NO. 5029
商業回郵牌號：5029

OFFICE OF THE OMBUDSMAN, HONG KONG
30/F CHINA MERCHANTS TOWER
SHUN TAK CENTRE
168-200 CONNAUGHT ROAD CENTRAL
HONG KONG

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